

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



January 30, 2019

SUBJECT: Disaster 2-1-1 implementation proposals

To whom it may concern:

This letter provides notice that the California Public Utilities Commission (CPUC) Communications Division (CD) is accepting proposals from information and referral (I&R) service providers to implement disaster-only 2-1-1 service in identified California counties currently unserved by 2-1-1 dialing.

In 2011, the CPUC adopted Decision 11-09-016, which established the process by which the CPUC will approve I&R providers to administer disaster-only 2-1-1 service. In 2016, the California State Legislature enacted Senate Bill 1212, which granted the CPUC authority to spend up to \$1.5 million from the California Teleconnect Fund (CTF) Administrative Committee Fund to implement disaster-only 2-1-1 dialing. This authority expires on January 1, 2023.

Over the past year, CD has worked cooperatively with unserved counties and existing 2-1-1 service providers to identify needs and capabilities. Informed by their input, we are therefore requesting proposals that will provide service to all 20 unserved counties in a common disaster-only 2-1-1 dialing solution.

Existing 2-1-1 service providers and non-2-1-1 I&R service providers may apply to provide disaster-only 2-1-1 dialing. Existing 2-1-1 service providers proposing to provide such services must submit an application letter to the CPUC Executive Director in accordance with the included Application Letter Instructions. I&R providers not currently approved for regular 2-1-1 service in any county in California must first submit an application to become a 2-1-1 service provider as outlined in CPUC Decision 03-09-028 along with the information required by the included Application Letter Instructions to the CPUC Executive Director.

If you have any questions or concerns, please contact Chasel Lee by email at chasel.lee@cpuc.ca.gov or by phone at (415) 703-2844.

Sincerely,

Eric Van Wambeke
Program & Project Supervisor

CC: Alice Stebbins
Cynthia Walker
Jonathan Lakritz
Joanne Leung
Karo Serle
Chasel Lee

Application Letter Instructions for Disaster-Only 2-1-1 Service

CD has set forth the following schedule for this application process:

Action	Deadline
Disaster-only 2-1-1 service application letters received by the CPUC Executive Director	Close of business Friday, March 29, 2019
CPUC initial review and questions sent to applicants	Wednesday, April 17, 2019
Applicant responses due	Tuesday, April 30, 2019
CPUC full review of application in conjunction with the unserved counties	May – July 2019
Tentative workshop with unserved counties and applicants: Applicants will be invited to address questions and concerns from the unserved counties and the CPUC in person	May or June 2019
Preliminary approval by CPUC	By Friday June 29, 2019
Notice from CD to preliminarily approved applicant to obtain endorsement letters from the county boards of supervisors in the service area. Other endorsement letters may also be requested.	By Friday, June 29, 2019
Endorsement letters due	July 2019
Final approval and denials (subject to receipt of endorsement letters by the Commission)	August 2019
Implementation of disaster-only 2-1-1	August 2019 – June 2020

Section 1: Applicant information

As specified in CPUC Decision 11-09-016, please provide the following information:

1. Name and address of 2-1-1 service provider.
 - a. If applying as a collaborative, please provide the names and addresses of all members of the collaborative, with one agency identified as the lead agency for the collaborative. The lead agency will be the sole recipient of any approval unless otherwise stated.
2. Resolution Number in which 2-1-1 service provider was authorized by the CPUC to provide such service in California.
3. Current county(ies) in which the 2-1-1 service provider provides service.
4. County(ies) in which the provider proposes to provide 2-1-1 emergency service.

Section 2: Applicant agreement

As specified in Decision 11-09-016, please state your agreement to each of the following terms. Please also explain how you will comply with the following requirements.

1. The minimal geographic service area of disaster-only 2-1-1 service is a county. Disaster-only 2-1-1 service providers may serve one or more counties.
2. The disaster-only 2-1-1 service provider must comply with all rules, guidelines, and instructions authorized in Decision 11-09-016 and all rules and requirements pursuant to Decision 03-02-029.
3. The disaster-only 2-1-1 service provider must not accept any fees or compensation of any kind for referrals made by the disaster-only 2-1-1 service provider. This prohibition applies to the disaster-only 2-1-1 service provider itself and not to specialized information services to which a caller may be referred.
4. The disaster-only 2-1-1 service provider must not charge callers for disaster-only 2-1-1 service beyond charges for local or measured rate service. No inter or intra local access and transport area (LATA) toll charges should apply to disaster-only 2-1-1 service calls. There should be no charge for referrals. No paid advertising or “commercials” should be heard on the phone lines or viewed via Internet if the disaster-only 2-1-1 provider offers such a service. Monies accepted for advertising could influence the types of specific referrals offered.
5. A disaster-only 2-1-1 service provider may request funding from the California Teleconnect Fund in accordance with Senate Bill 1212 (2016, Hueso) and other Commission guidelines.
6. Disaster-only 2-1-1 service requires that a live person answer the phones 24 hours a day, seven days a week during a declared emergency. Such service must be accessible 24 hours a day, seven days a week during a declared emergency to all callers regardless of language or disability.
 - a. Decision 11-09-016 defines a “declared emergency” as an emergency declared by a government office of emergency services or governmental official in charge of response to an emergency.

7. The information provided by a live person working for a disaster-only 2-1-1 service provider during a declared emergency must be updated in real time during the entire duration of a declared emergency, as updated information is received from governing emergency services/providers.
8. During a declared emergency, taped information is not an acceptable alternative. During a declared emergency, an answering service, albeit “live,” is also not an acceptable alternative because answering service operators are not trained information and referral professionals. The disaster-only 2-1-1 service provider in any county may contract with another information and referral provider to provide support. The contracted organization must have access to the local provider’s database in order to provide accurate and appropriate referrals.
9. The referral database used by the disaster-only 2-1-1 service must be updated in real time during the entire duration of a declared emergency as updated information is received from governing emergency services/providers.
10. Disaster-only 2-1-1 service requires that a recording be available at all times other than during a declared emergency.
 - a. In addition, to qualify for SB 1212 funding, the system must include an option for the caller to report a potential disaster to a county agency.
11. During all times other than a declared emergency, the referral database used by the disaster-only 2-1-1 service provider must be updated periodically (at least annually).
12. In the provision of disaster-only 2-1-1 service during a declared emergency, the provider must follow all applicable protocols, rules, and regulations of the Federal Emergency Management Agency and all other applicable local, county, and state emergency service protocols, rules, and regulations.
13. Disaster-only 2-1-1 services must be provided by the applicant or may be provided by linkage to other organizations. If service is to be provided in this manner, provide the name of the organizations, their phone numbers, and the name of the contact person. Service delivery standards (AIRS), however, must be met at all times.
14. 2-1-1 service provider agrees that it will comply with all applicable Alliance of Information and Referral Systems Standards.
15. Disaster-only 2-1-1 service must be accessible 24 hours a day, seven days a week during a declared emergency to all callers regardless of language or disability.
 - a. Provide information regarding languages available via live staff.
 - b. Provide information regarding interpretation/translation services.
 - c. Provide information regarding TTY/TDD access.
16. During an emergency, disaster-only 2-1-1 service providers will provide all disaster and recovery information to the public that is provided to it by government emergency service personnel, including but not limited to:
 - a. Shelters (animals and people)
 - b. Feeding/food distribution

- c. Evacuations
- d. Road closures and transportation-related issues
- e. Utilities (outages, reconnections)
- f. Hospitals and medical search for family members
- g. Health alerts and warnings
- h. School closures and openings
- i. Contacting family members
- j. Assistance centers
- k. Mitigation and repairs (tarps, sand bags, volunteers repairing homes, etc.)
- l. Government assistance and emergency agencies, including but not limited to private, local, county, state, and federal agencies such as the Federal Emergency Management Agency, the California Governor's Office of Emergency Services, and the Internal Revenue Service)
- m. Emergency alerts (curfews, riot/looting alerts, National Guard, etc.), public information support services to the jurisdiction being supported, as needed and/or as requested
- n. Confirmed and suspected rumors
- o. During an emergency, disaster-only 2-1-1 service providers will follow the applicable command and control structure of the governing office of emergency services in the locale of the declared emergency.

Section 3: Technical information

In cooperation with the unserved counties, the Communications Division has identified the following as necessary for effective disaster-only 2-1-1 dialing in addition to the requirements laid out in Decision 11-09-016. Fulfillment of the following is also required to qualify for funding under Senate Bill 1212. Please describe your proposal's technical specifications of the following:

- 1. Telephony switching
 - a. Costs of implementation and any ongoing costs
- 2. Database platform to hold resource information (e.g., iCarol)
 - a. Choice of platform
 - b. Who will provide resource gathering/county liaison, data entry, information organization, and/or record maintenance
 - c. Length of contract
 - d. Costs of implementation and ongoing costs by year for the first three years
- 3. Cloud telephony system (e.g., inContact)

- a. Choice of platform
 - b. Length of contract
 - c. Costs of implementation and ongoing costs by year for the first three years
- 4. Text messaging (e.g., EMS)
 - a. Choice of platform
 - b. Available features
 - c. Costs of implementation and ongoing costs by year for the first three years
- 5. 2-1-1 setup and preparedness activities
 - a. Frequency (annually, quarterly, etc.)
 - b. Activities (e.g., drills, conventions)
 - c. Costs of implementation and ongoing costs by year for the first three years
- 6. Website
 - a. Development
 - b. Maintenance
 - c. Costs of implementation and ongoing costs by year for the first three years
- 7. Other components
 - a. In narrative form, please describe the functionalities, benefits, and technical specifications for any other components of disaster-only 2-1-1 services that you may wish to provide.

Section 4: Endorsement letters

Sections 1, 2, and 3 must be submitted with the application letter due on March 29, 2019. After an applicant has received preliminary approval from the Communications Division, the applicant must then obtain endorsement letters from the Boards of Supervisors of the counties where the 2-1-1 provider intends to serve within a set time frame. An applicant must submit the requested endorsement letters to the Commission in order to complete Section 4 and receive final approval to implement disaster-only 2-1-1 dialing.

The Commission will *not* request or accept any endorsement letters prior to its Communications Division granting a notice of preliminary approval to an applicant.